



## Operations Manager - Banking Service

Looking to make an impact in the banking world? Want to be part of a dynamic team at the forefront of the Nordics' most exciting banking revolution? As we continue to scale our impact, we're looking for an Operations Manager - Banking Services to play a crucial role in ensuring smooth, efficient, and compliant operations for our customers and partners.

At **Lunar** we are democratizing the power of money and changing the way we all bank, pay, and invest. Since starting in Aarhus in 2015, we've grown rapidly and are now a **major player** in the Nordics, with offices in Copenhagen, Aarhus and Stockholm

So who are we? Are we a tech company or a bank? Well, we're both, breaking free from the usual categories. Here, tech isn't just a cool add-on; it's the core of how we do things. With our own banking license, we go head-to-head with traditional banks. What sets us apart is the mix of tech and financial services, giving us the power to shake up a dusty industry that's ready for a change.

As we continue our journey to becoming the best everyday bank in the Nordics, we're looking for an Operations Manager to manage key Banking Services partners and ensure a seamless customer experience. This role is pivotal to maintaining our high standards of service and customer satisfaction. You'll work alongside our Banking Services team of two, reporting to Sebastian Akselsen in Aarhus. You'll also be part of the wider Product Department, which is 44-strong and spearheaded by Christina Vestergaard.

What will you do?

- Oversee and manage a portfolio of approximately 15 Banking Services partnerships
- Regularly checking in with internal and external partners to assess their needs and maintain strong relationships

- Proactively understand partner usage and needs and find solutions for customers to adopt the product and reach their goals
- Acting as the main point of contact for partner requests and ensuring timely resolution of any operational issues
- Monitoring service performance and ensuring partners are informed of any key developments
- Be on top of incidents and collaborate with internal teams to resolve any issues and communicate status effectively to partners
- Overseeing the smooth onboarding and integration of new partners

Curious about the Lunar culture?

Everything at Lunar centers around our core - to challenge. It's infused into our four values and guides us in how to work together, lead projects, and lead people to reach our mission. Our values aren't just words on a page - they're what make us who we are and shape the vibe of our culture. And trust me, we're all about the vibe. For a longer read about our culture, [click here](#).

We're excited to welcome everyone to apply for this impactful role! We can't wait to follow up with talents who we believe are the best fit based on the following criteria:

- A few years of relevant experience, ideally in B2B sales, B2B operations, or enterprise customer management
- Proficiency in stakeholder management, working across departments, and solving problems proactively
- Excellent communication skills in English, with the ability to manage tough conversations and decisions with customers
- A professional approach to handling clients and ensuring they have a great experience with Lunar's products
- A problem-solving mindset – ready to tackle new challenges as they arise

Are you ready to join the journey? Apply now and let's find out more!

While you hold on tight for us to get back to you, curious to see what we're up to? Follow us on [LinkedIn](#) for business announcements and releases , check out our [Instagram](#) for an inside scoop on what it's like to work here , and visit our [blog](#) for the latest tech and product insights!

*Depending on the regulations in the country you will be employed, we will ask to see or obtain information about your criminal record.*

<b>Lunar</b> Hack Kampmanns Plads 10, 8000 Aarhus <a href="https://jobs.lunar.app/jobs/4955123-operations-manager-banking-service">https://jobs.lunar.app/jobs/4955123-operations-manager-banking-service</a>	<b>Application deadline</b> Ongoing interviews Operations Manager	<b>Contact person</b> Tobias Hellfach Hansen
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